**Project Details:**

**Project Name : IES**

**Client : Kentucky State Govt (USA)**

**Domain : Health & Insurance**

**Users: Kentucky state citizens.**

Description : The main aim of this project is used to provide fully integrated eligibility system to Kentucky state citizens.

As part of this project, we are providing below plans

SNAP : Supplemental Nutrition Assistance Program

CCAP : Child Care Assistance Program

Medicaid : Health Plan

Medicare : Health Plan

QHP : Qualified Health Insurance Plan (Commercial)

KTWorks : Kentucky Working plan for Un-Employees

@ For every plan some business conditions will be available. If citizen satisfies those business conditions then only they will get eligibility for that plan otherwise citizen will be denied for that plan.

@ Our IES application is an Intranet application.

-> Our IES is an intranet application. This application can be accessed only in DHS offices available in Kentucky State.

-> DHS is a govt department available in Kentucky state. DHS department employees can access IES application in DHS offices.

-> DHS department employees are called as Case Workers.

-> If any Kentucky state citizen wants to apply for plan then citizen should go to DHS office and should talk to Case Worker.

-> DHS offices are available in Multiple cities of Kentucky state.

**Roles & Responsibilities:**

* Have experience in debugging of application code, troubleshoot application code related issues and fixing of bugs.
* Worked on incident & service request and resolved them within given SLA.
* Provide L2 and L3 support for Application maintenance and production support.
* Interacting with the clients in understanding the issue and giving support till

the user story is resolved.

* Worked on to create new SOP, Confluence pages and RMP pages related to

service request

* Created new SQL scripts and performs Peer Reviews of other team members scripts.
* Monitoring the application related Spring Batch jobs, checking the cause and

rerun the failed jobs.

**What is challenge you face:**

As a team leader, I faced one major challenge in my previous project.

team size of 5 members, but all are supporting different applications in the same project.

We have a confluence page and runbook for each application, but still, if someone takes leave, then the rest of the people are not able to give 100 percent backup role to that absent team member. We will wait for someone to come online from nearshoe team people.

So I asked them to give KT to their application to everyone in the team.